

FIG. 1

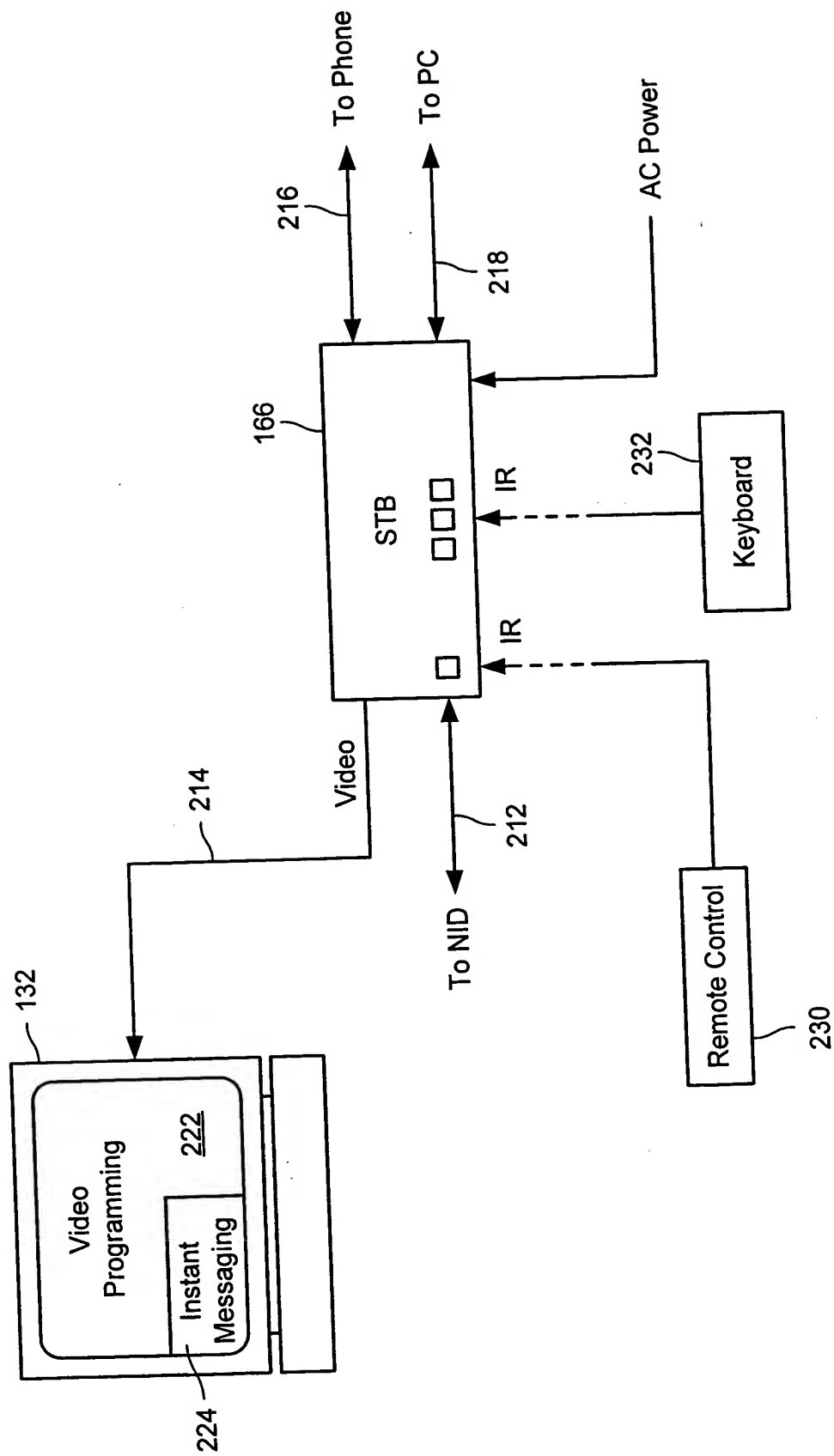


FIG. 2

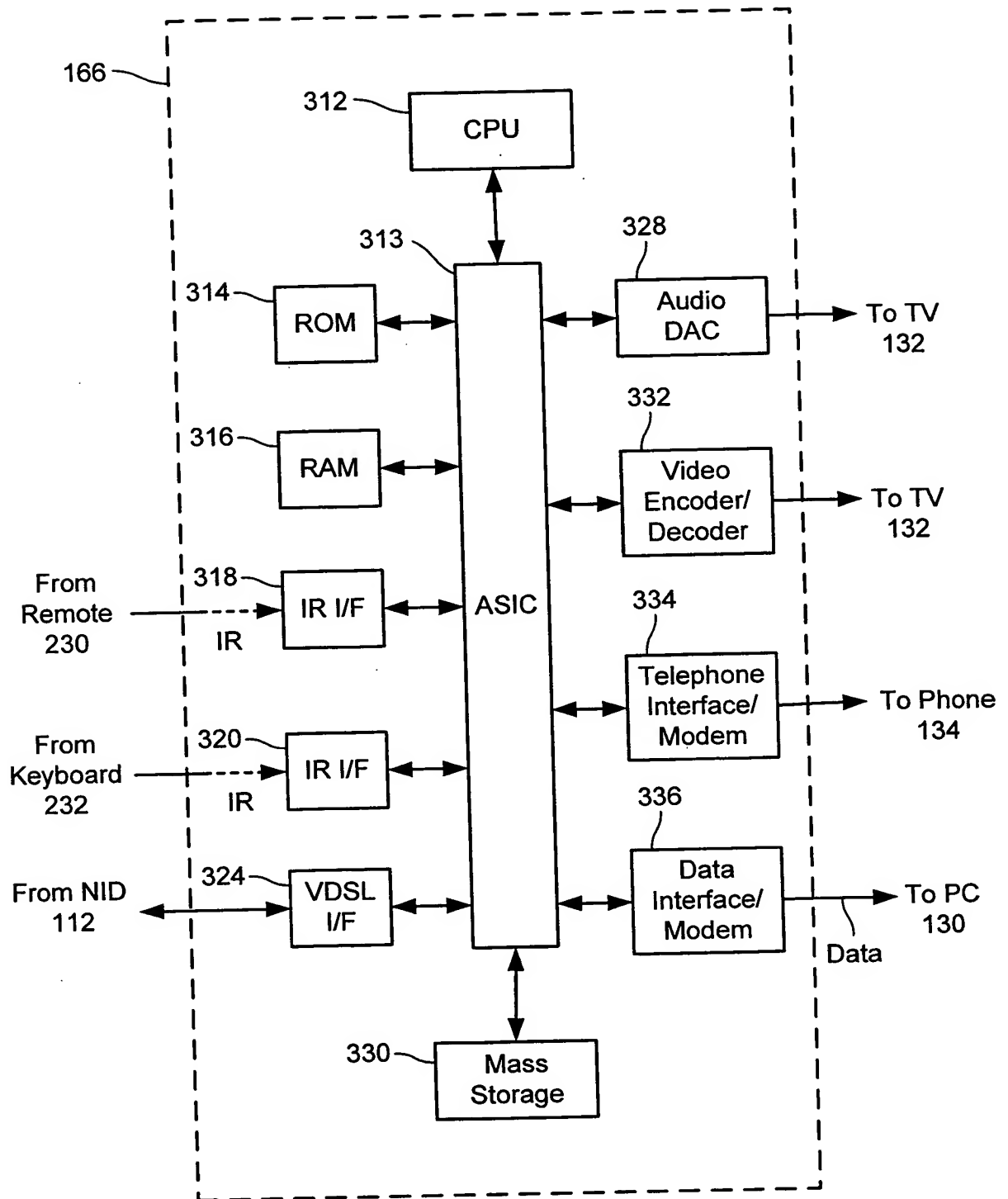


FIG. 3

410

jsmiths Profile

File Edit View Favorites Tools Help

Back Home Stop

Address <http://profiles.im.com/jsmith>

jsmith's Profile

Profile Stats	Basics
416 Last Updated 11/20/2003	414 ~ User ID: jsmith
	418 ~ Real Name: James Smith
	420 ~ Location: Denver, Colorado
	422 ~ Age: 22
	424 ~ Marital Status: Single
	426 ~ Gender: Male
	428 ~ Occupation: Student
	Telephone No.: 303-555-1234
	430 ~ Profile <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private

FIG. 4

510

Message Lists

Login View Tools Help

Friends for jsmith

List No. 1

▼ ON	jjohnson	Friends
OFF	rjones	ABC 20/20
ON	smiller	Friends
ON	groe	Friends

List No. 2

▼ OFF	bsmith	
OFF	ljones	

Accept calls (Y/N): Y — 516

TV Show: Friends — 518

FIG. 5

610

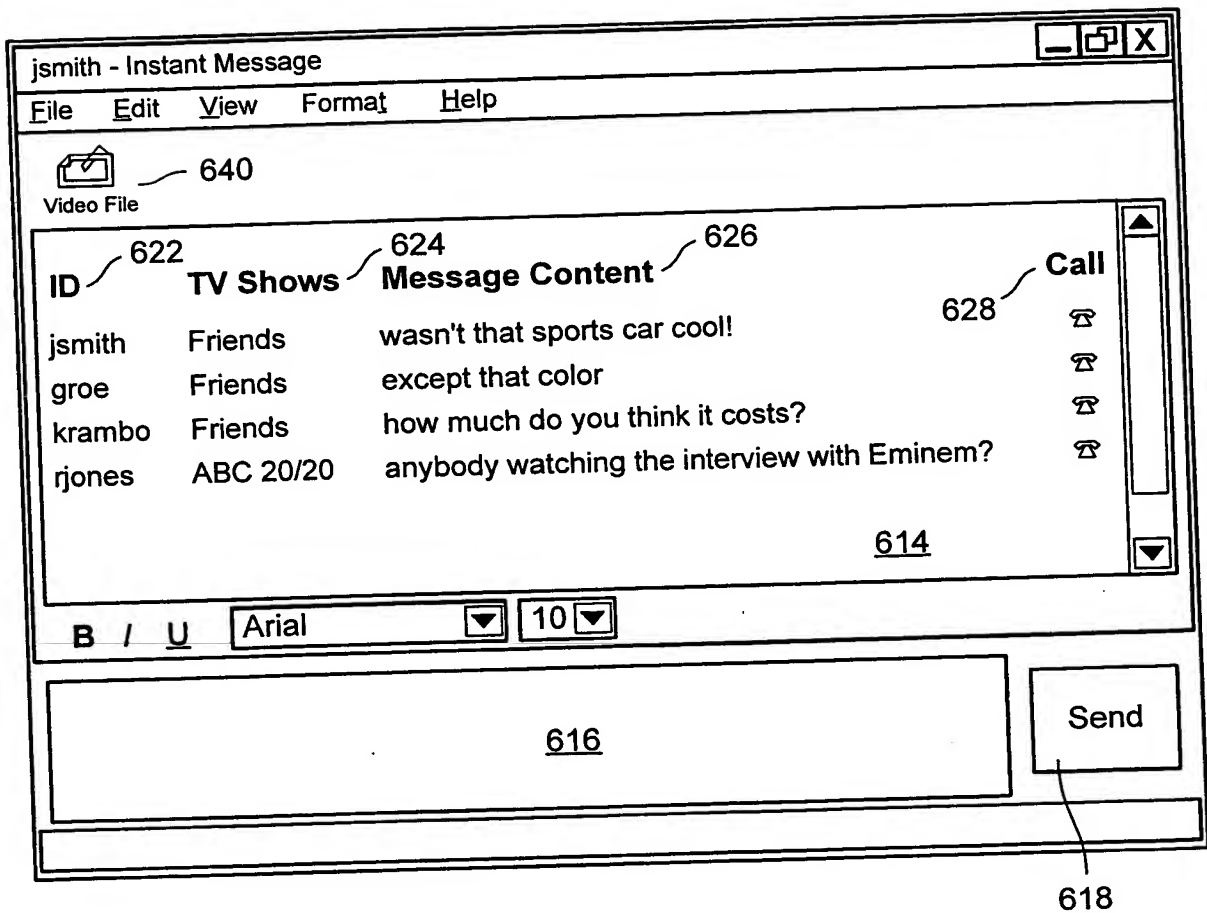


FIG. 6

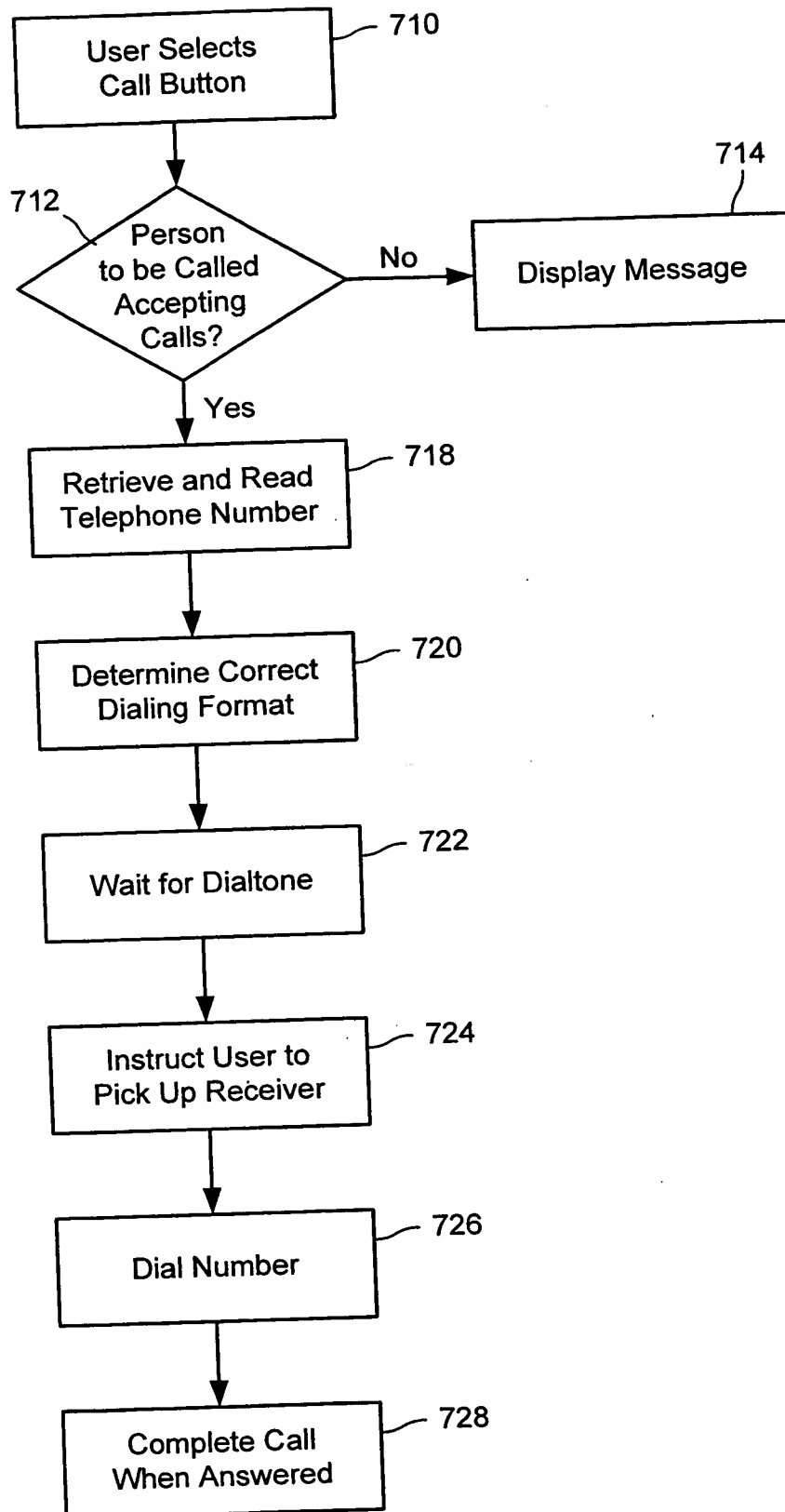


FIG. 7

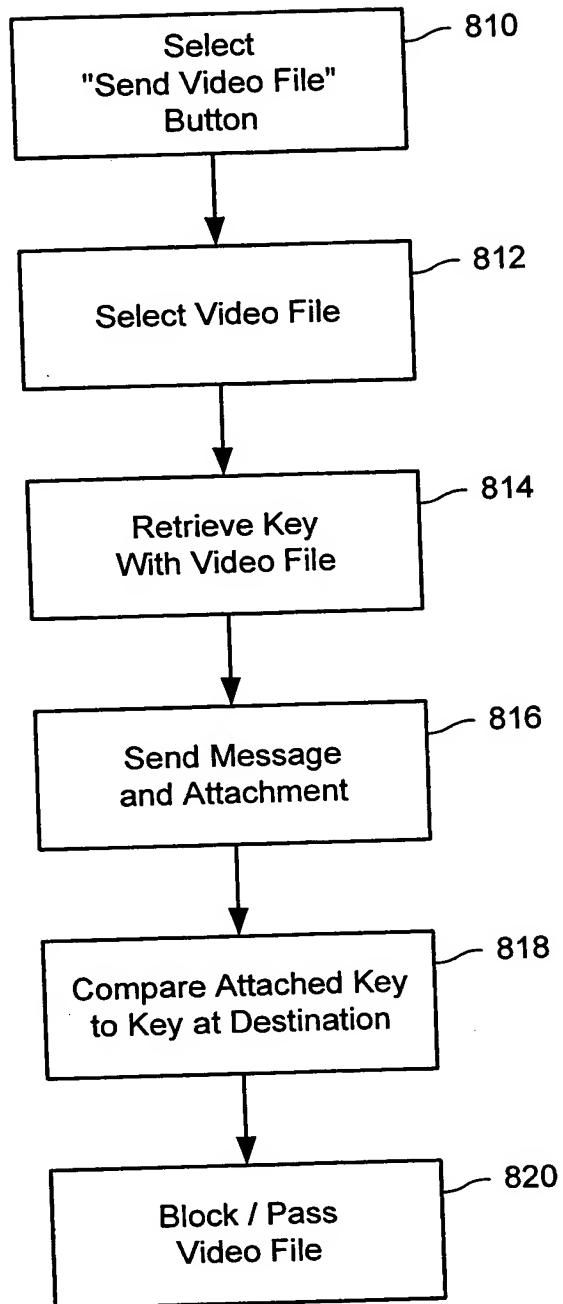


FIG. 8

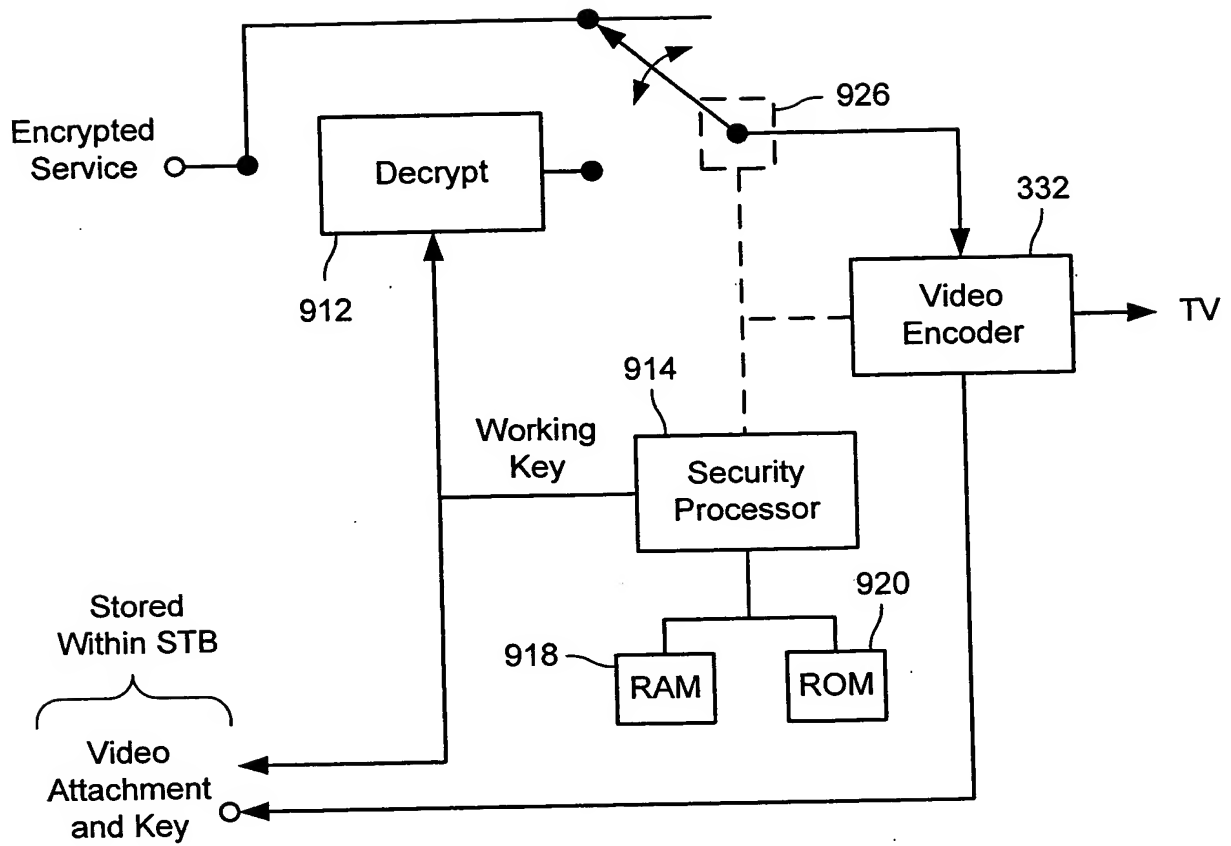


FIG. 9

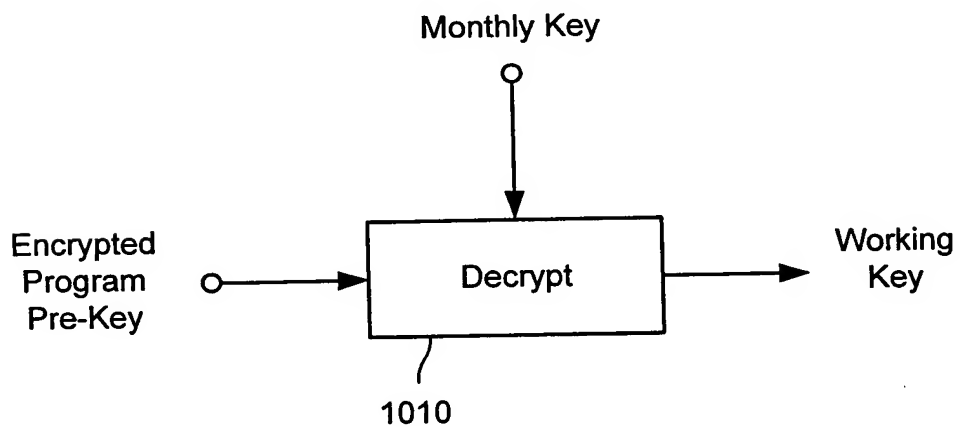


FIG. 10

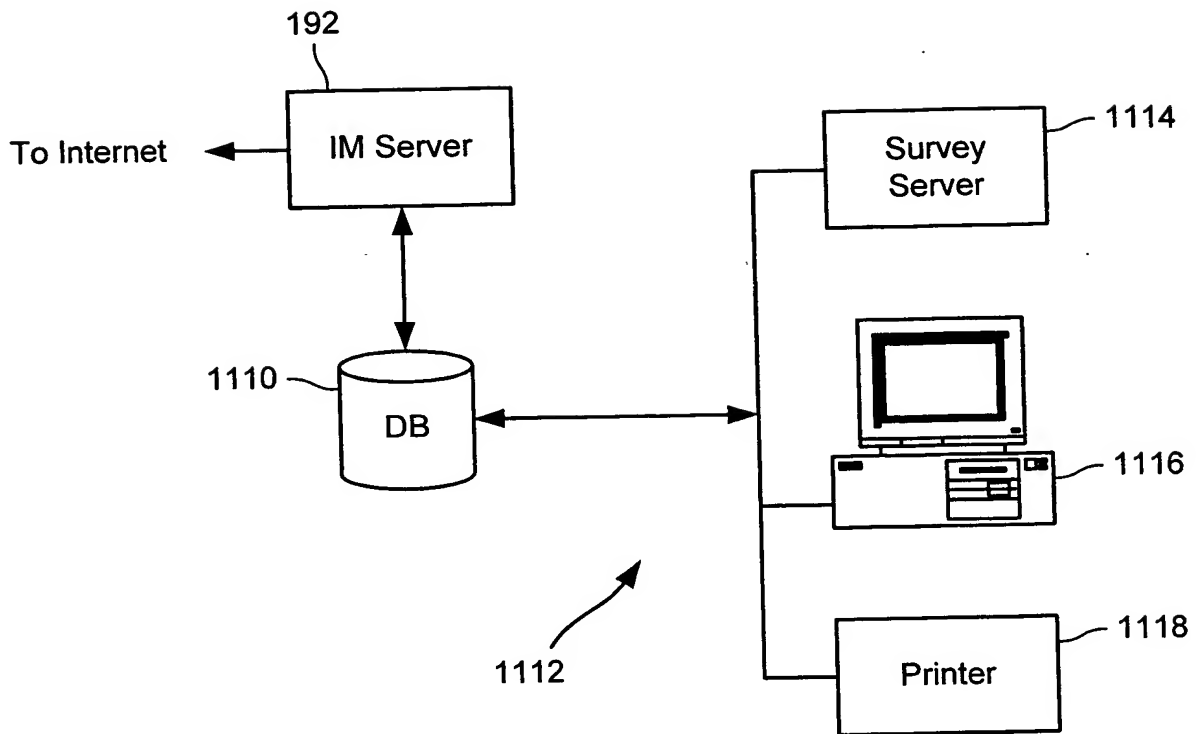


FIG. 11

TV Show A

Time	No. of Users	Viewers	Trend	Mail Activity	Phone Activity
8:15PM	5,432	3,210 (59%)	Up	High	High

FIG. 12